

# Customer Support Specialist – Help Our Customers Succeed!

Are you passionate about delivering exceptional customer experiences? Do you enjoy helping others succeed while working with a highly collaborative team? If so, you might be our next Customer Support Specialist!

At Emplay, we help businesses get the most out of their HR platform. As a Customer Support Specialist, your role is to support and guide our customers' superusers—the key individuals responsible for their company's daily platform operations. You will act as their trusted advisor, helping them navigate challenges, optimize workflows, and achieve their HR goals.

Emplay is a highly advanced, cloud-based HR solution designed to streamline recruitment, onboarding, and HR operations. This is a specialist role where you will develop in-depth expertise in our platform, advising superusers on complex configurations, troubleshooting technical challenges, and ensuring they get the most out of our system. Your ability to understand technical setups, analyze customer needs, and bridge the gap between users and our technical team will be key to success in this role.

## What you'll do

- Provide outstanding customer support via phone and email.
- Listen actively and gather valuable feedback from users.
- Assist in onboarding new customers alongside our implementation team.
- Help customers achieve their vision and maximize the platform's potential.
- Act as a bridge between customers and our technical team, ensuring seamless communication.

## About You

- Great communicator – You can talk to anyone, from everyday users to executives.
- Team player – You thrive in a collaborative environment across different teams.
- Tech-curious – You enjoy learning new systems
- Customer-focused – You genuinely care about helping others succeed.
- Fluent in Danish & English – You can communicate professionally in both languages.

## Why Emplay?

At Emplay, we believe in creating a fun, engaging, and supportive workplace. We value team spirit and encourage strong relationships across teams. Besides working on a meaningful mission to improve HR processes, we offer:

- A personalized career development plan and room for growth.
- A great team culture with social events, Christmas parties, and more.
- A competitive benefits package including: Pension scheme with company contribution Free fitness facilities, fruit, and beverages 1 extra week of vacation (on top of the statutory 5 weeks!)
- Flexible work setup – Work from home up to two days a week.

Emplay is part of Paychex Europe, a leading provider of HCM solutions. We are growing rapidly and expanding into the European market, constantly seeking passionate talent to join us on this exciting journey.

## Are you interested?

If you have any questions about the position, please do not hesitate to contact Mille Asbjerg, Team Lead at [masbjerg@emplay.com](mailto:masbjerg@emplay.com) / 31 46 85 38. Please send your resume as soon as possible. We look forward to hearing from you and welcoming you to our team. Applications will be handled continuously, and we will hire as soon as the perfect new team member is found.